

Outlook Web App (Exchange 2010) User Guide

Computer Training Solutions

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QUICK REFERENCE

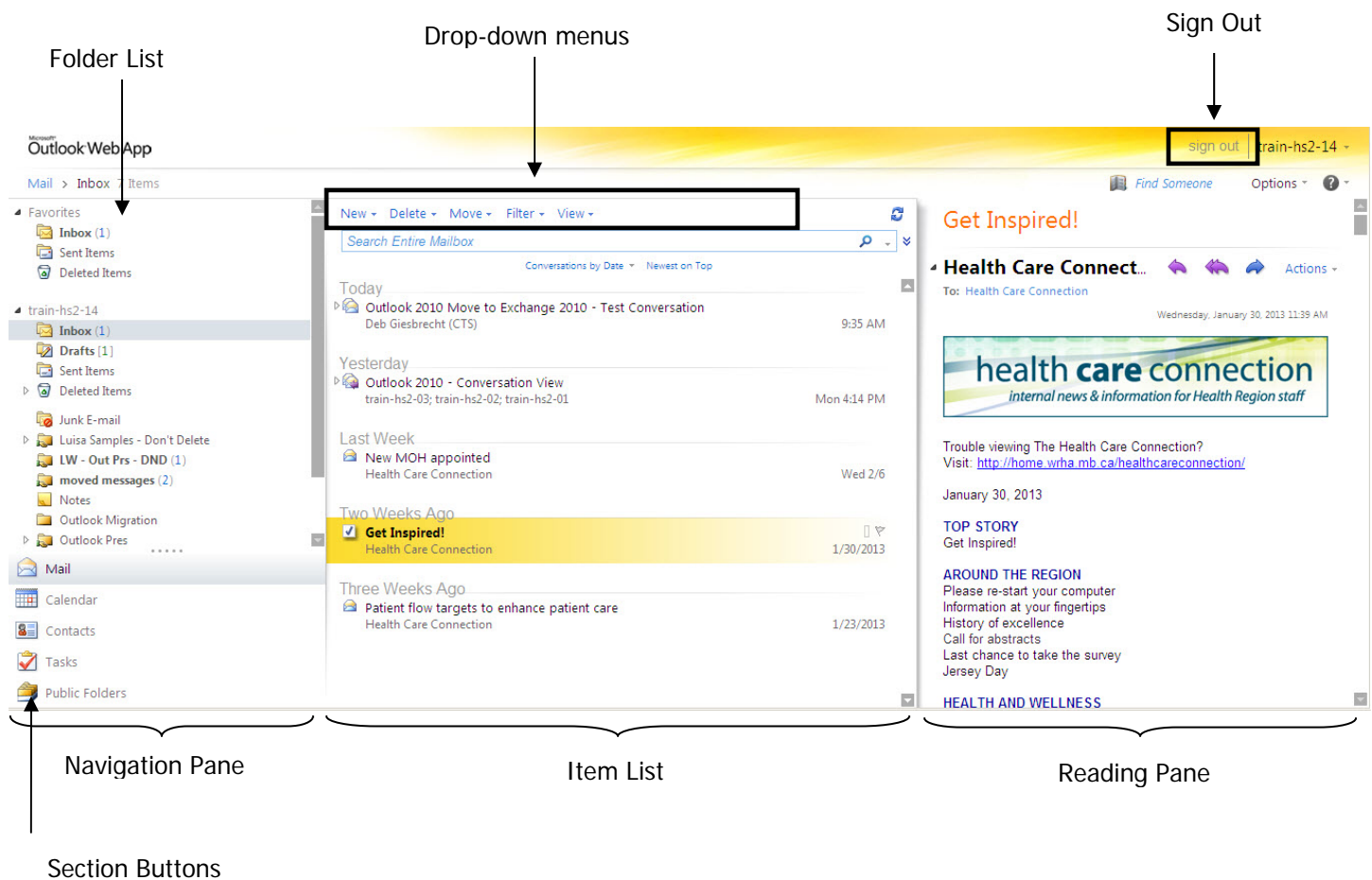
Outlook Web App URL

<https://webmail.manitoba-ehealth.ca>

Manitoba eHealth Service Desk

204-940-8500 or servicedesk@manitoba-ehealth.ca

Outlook Web App Main Window



Key New Features

[Favorites](#)

Favorites folder is added at the top of folder list to quickly access and manage your favorite folders.


[Conversation View](#)

Message thread with common subject is grouped together as a single conversation to quickly identify the most recent messages and related responses. Conversation View is enabled by default.

[Filter](#)

A set of predefined filters has been added as a convenient drop-down menu to refine your search.

[Advanced Search](#)

Use Advanced Search  button to further refine your search.

[Right-clicking](#)

Right-clicking almost anywhere in Outlook Web App will display a menu of things you can do. The actions available in the right-click menus have been expanded and made more consistent across your mailbox. Right-click a message, a folder, or a calendar entry to see the options that are now available.

[Download Multiple Attachments](#)

If you receive a message that has multiple attachments, you now have the ability to download all the attachments to your computer as a zip file

[Attach Messages to Messages](#)

Sometimes you want to send an attachment with a message. In the past, you could attach a picture, a Word document, an Excel spreadsheet, or almost any file available to you to a message. But you couldn't attach a message from inside your mailbox to a message you were composing until now.

[Add Pictures to Messages](#)

Now you can embed pictures in your messages.

[Options Settings Menu](#)

Use enhanced Options settings menu to customize your Outlook Web App.

[Calendars Sharing](#)

Outlook Web App allows users to share calendars with people inside the organization. You can now view multiple calendars side by side in Outlook Web App.

[Scheduling Assistant/Suggested Times](#)

Use the Scheduling Assistant to schedule meetings with people inside and outside the organization and view attendees free time using Suggested Time.

[Find Someone](#)

Search for people in the address book and view their availability without opening new meeting request.

GETTING STARTED WITH OUTLOOK

Logging into Outlook Web App

1. Type the following link into the Internet Explorer Address Bar:
<https://webmail.manitoba-ehealth.ca>

Note: Recommended browser IE7 or higher

- 2.

The Outlook Web App login window opens

Microsoft®
Outlook Web App

Security (show explanation)

☒ This is a public or shared computer
☐ This is a private computer

☐ Use the light version of Outlook Web App

User name:

Password:

Connected to Microsoft Exchange
© 2010 Microsoft Corporation. All rights reserved.

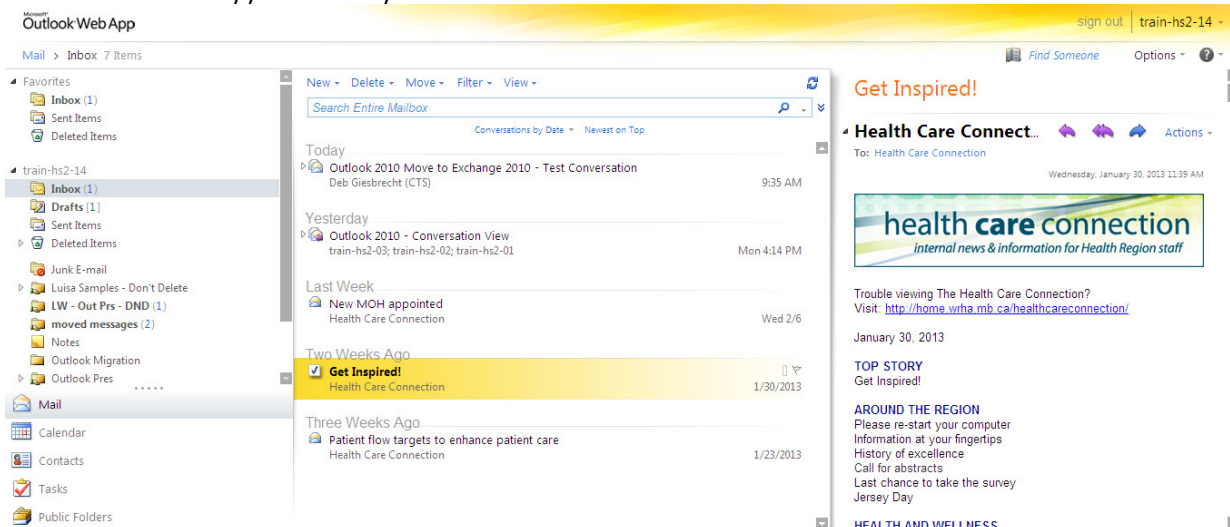
Note: The light version of Outlook Web App is optimized to support users who are blind or have low vision, and supports older Web browsers. You can read and send messages, organize contacts, and schedule appointments and meetings.

Note: This OWA is connected to Microsoft Exchange 2010.

Note: If you are logging in from a secure workstation such as your laptop from work or your home PC, click the radio button ***This is a private computer*** under Security.

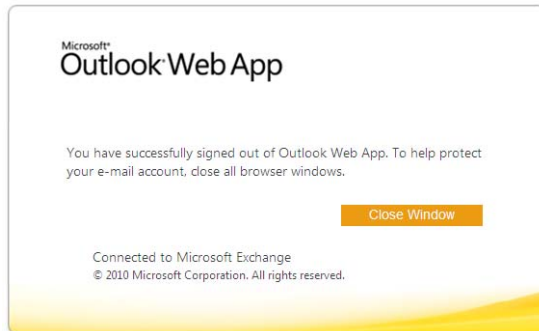
3. Type in the username and password that is used to log into the network

The Outlook Web App window opens

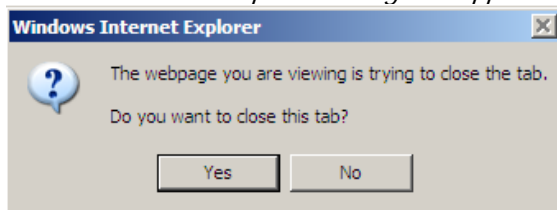


Logging out of Outlook Web App

1. Click the **Sign Out** link in the top, right corner of the screen
OWA close window dialog box appears



2. Click **Close Window** button
Windows Internet Explorer dialog box appears

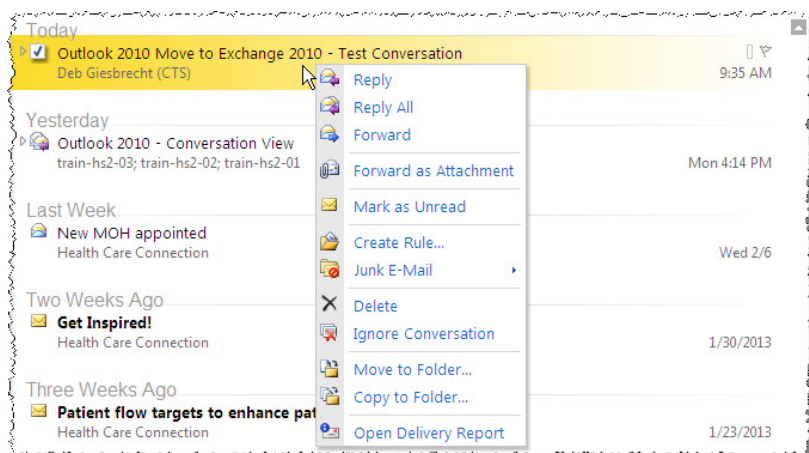


3. Click **Yes**
Note: Always Sign Out and close all browser window after every OWA session

WORKING WITH MAIL MESSAGES

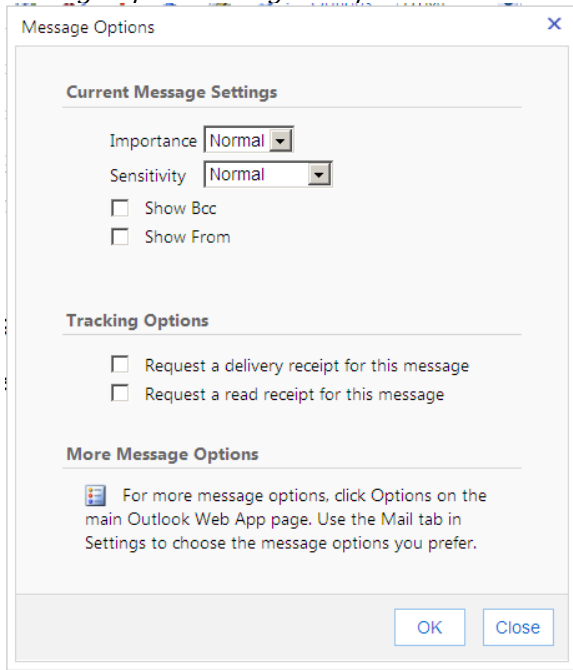
Right-clicking a Message

More options are available when you right-click a message



Working with Message Options

1. Open a new message window
2. Click **Options...** button
Message Options dialog box opens



3. Set the desired options by clicking the appropriate drop-down menu or checkbox
4. Click **OK**

Opening and Saving Attachments

Download Multiple Attachments

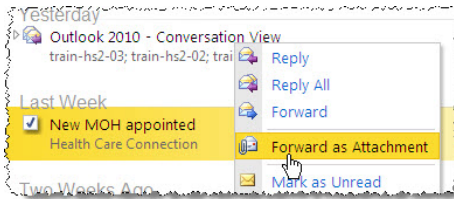
1. Open email with multiple attachments
2. Click **Download all attachments** at the top of the attached files in the Attachments box
File Download dialog box appears
3. Click **Save**
4. Browse to the folder where you would like the files saved
Note: Save as type is Compressed (zipped) Folder
5. Click **Save**
Download complete dialog box appears
6. Click **Close**

Note: To extract the zip file, right-click the zip file and click **Extract All...** then follow the steps in the Extract Wizard window.

Inserting Attachments

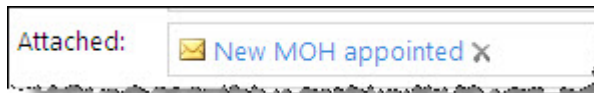
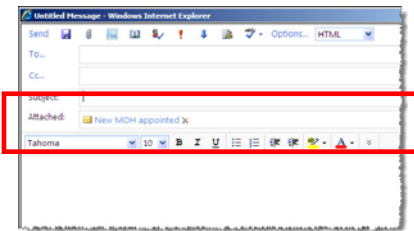
Attach Messages to Messages

1. Right-click the message that you want to send as an attachment



2. Click **Forward as Attachment**


A new message will be opened with the message you selected added as an attachment



Tip: Click the X beside the attached file to delete attachment.

3. Enter the
4. Type a subject
5. Type your message in the message body
6. When you finish typing the message, click **Send** or press ALT+S to send it

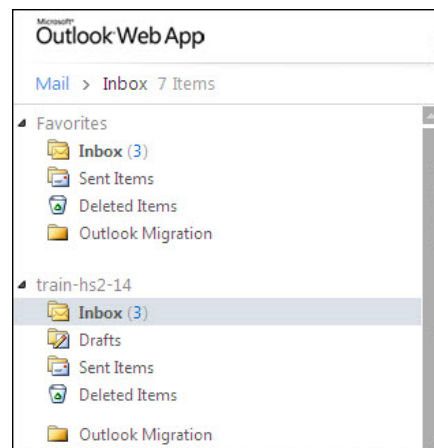
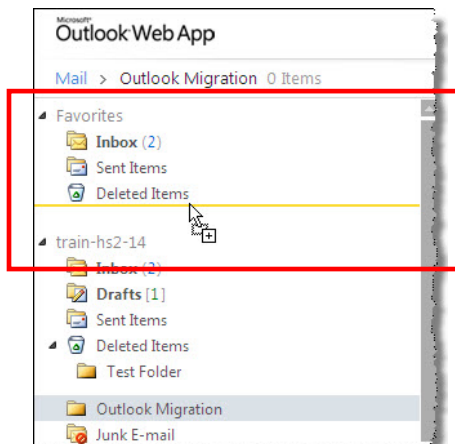
Add Pictures to Messages

1. Click  **Insert Picture** on the message toolbar
2. Search for the picture you want to add to your message
3. Double-click the picture to add it to your message

MANAGING MAIL MESSAGES

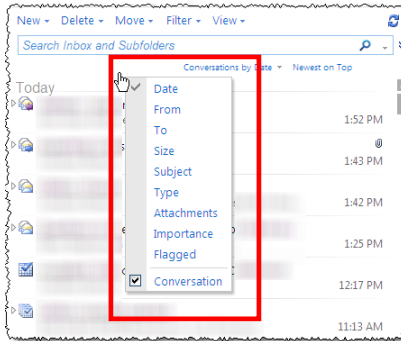
Favorites Folder

You might have noticed a new folder named Favorites at the top of your folder list. You can drag any folder up to Favorites to create a shortcut to that folder.



Sorting Messages with Conversation View Enabled

1. Click above the first item in the Item List
List of sort criteria options appears

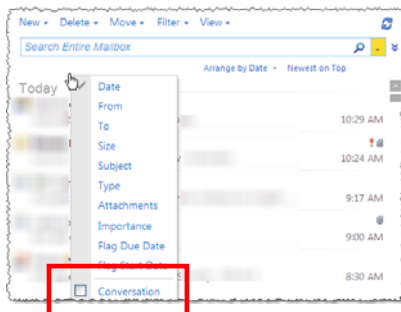


Note: Conversation View is enabled by default. Messages are grouped together by a common Subject

2. Select the desired sort criteria option

Disable Conversation View:

1. Click above the first item in the Item List
List of sort criteria option appears

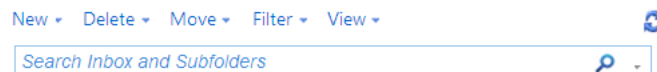


2. Click **Conversation check box** to uncheck it
Messages will be arranged by date; most current item on top of the Item List

Searching and Filtering Messages

Using the Instant Search box

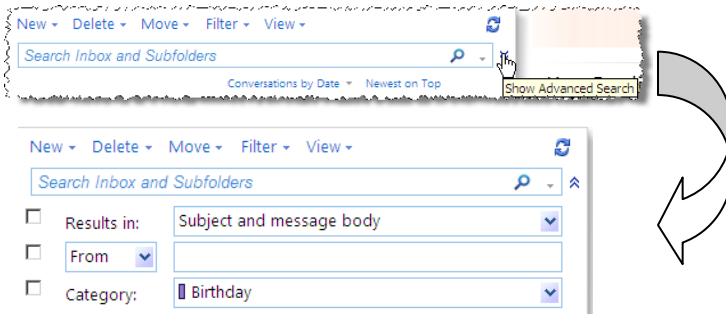
1. Click in the **Instant Search** box
menus
2. Type the search criteria
3. Press **Enter**



below the drop-down

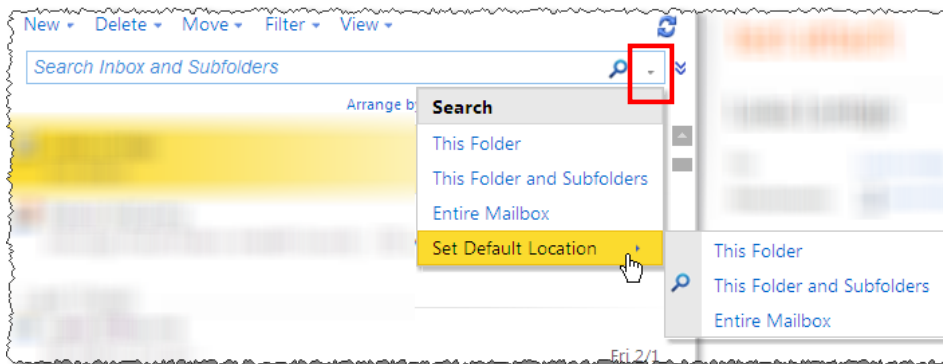
Using the Advanced Search box

Click the **Show Advanced Search** button to further refine your search



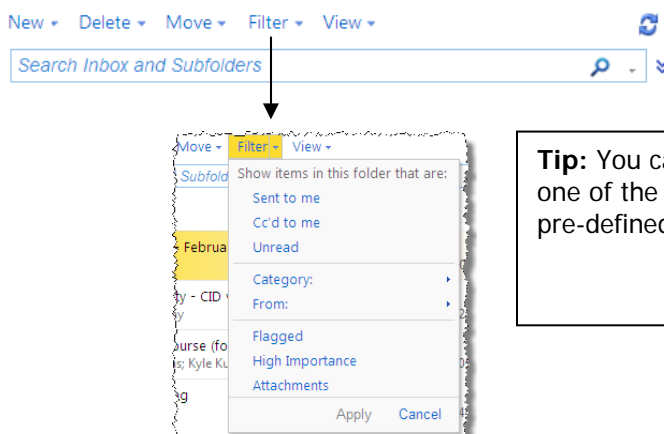
Changing the search default location

1. Click the drop-down arrow in the Instant Search box




2. Highlight **Set Default Location**
3. Select the desired search default location in the sub-menu

Using the Filter drop-down menu



Tip: You can also filter using one of the options in the set of pre-defined filters.

1. Click **Filter** drop-down menu
2. Select the desired option from the pre-defined filters
3. Click **Apply**

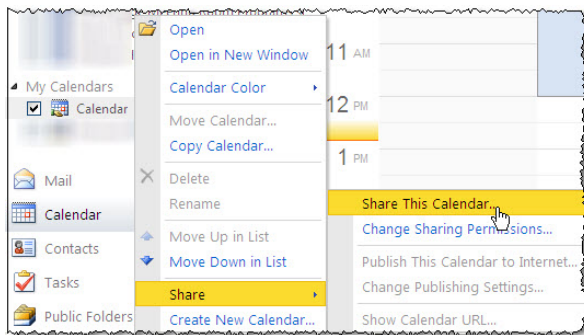
Tips: Add Filter to Favorites folder by clicking  OR Clear Filter by clicking 

WORKING WITH CALENDAR

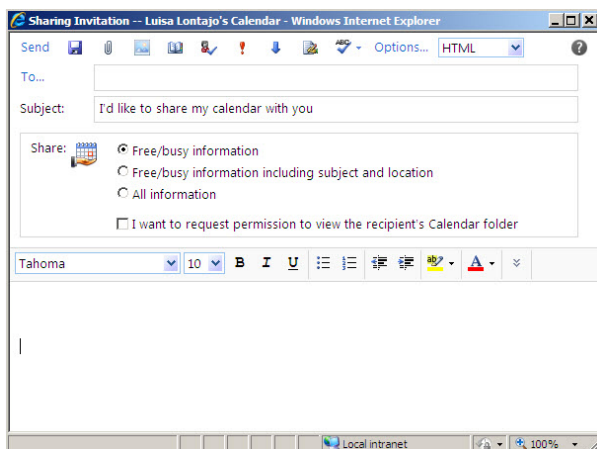
Sharing Your Calendar



1. Click **Calendar** section button in the Navigation Pane
Calendar view opens
2. Right-click your Calendar
3. Select **Share** > **Share This Calendar**



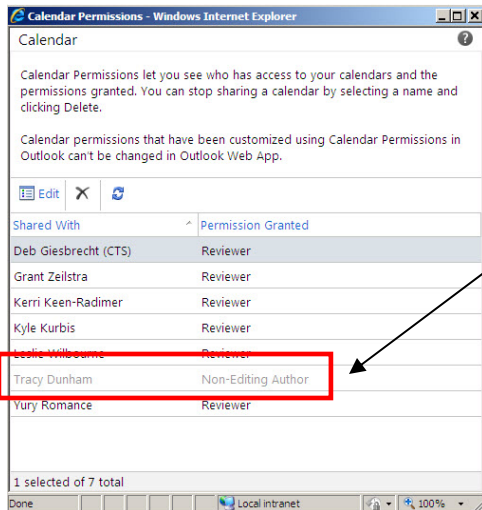
Sharing Invitation window opens



4. Enter the name of the person you want to share calendar with
5. Select the desired option(s) from Share section
6. Enter your message
7. Click **Send**

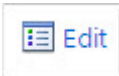
Changing Permissions

1. Right-click your Calendar
2. Select **Share > Change Sharing Permissions** from the menu
Calendar Permissions window appears

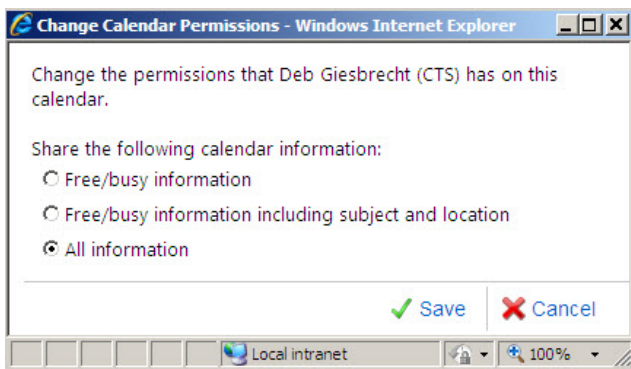


Note: Calendar permissions that have been customized using Calendar Permissions in Outlook can't be changed in Outlook Web App.

3. Select the person's name under Shared With list



4. Click **Edit**
Change Calendar Permissions window appears

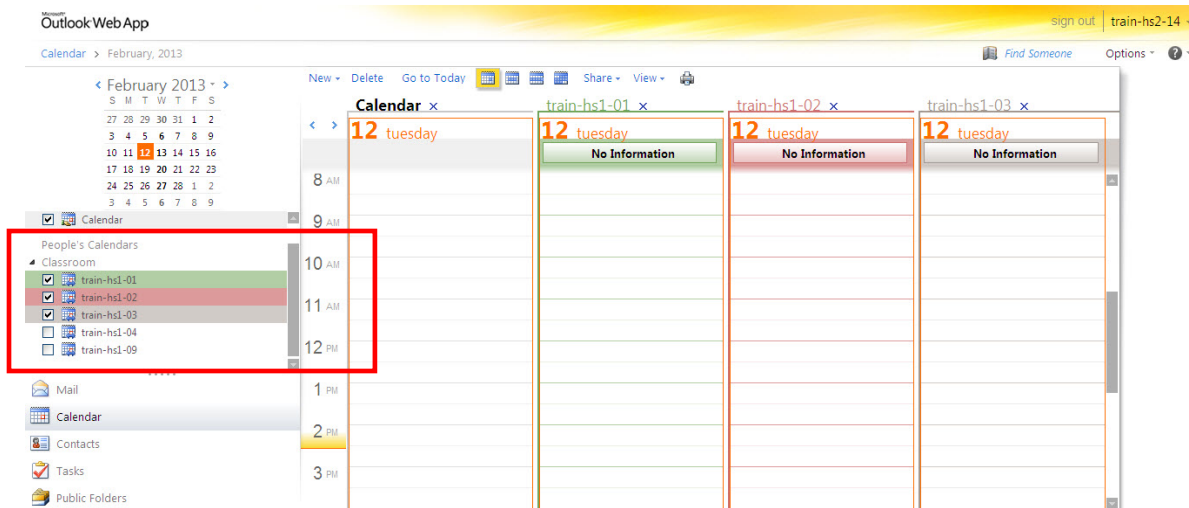


5. Select the desired option
6. Click **Save**

Viewing Shared Calendar

Click the person's name under People's Calendars

Calendar appears side-by-side in color-code

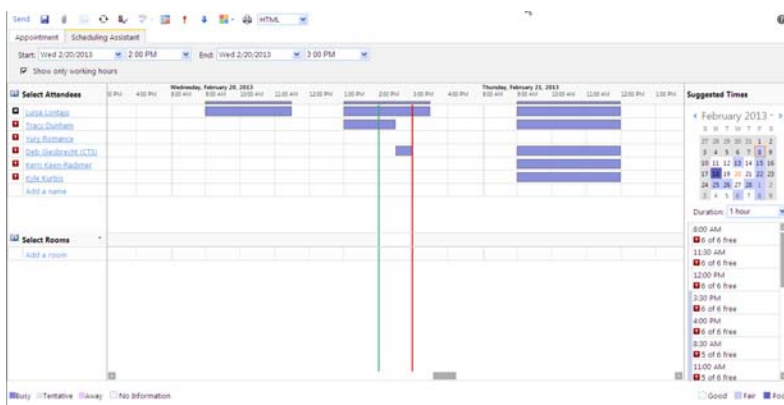


Creating and Sending a Meeting Request

1. Click the New drop-down arrow then click **Meeting Request**
Untitled—Meeting window opens
2. Type the Subject and Location for the meeting
3. Specify Start time and End Time

Scheduling Assistant

4. Click **Scheduling Assistant** tab
5. Enter Attendee name(s) under Select Attendees to view their availability
Note: Modify time frame according to attendees' availability

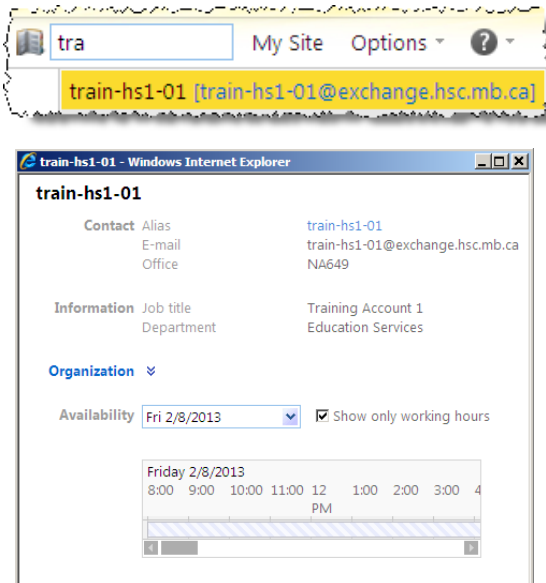


Appointment

6. Click **Appointment** tab
7. Type your message
8. Click **Send** button

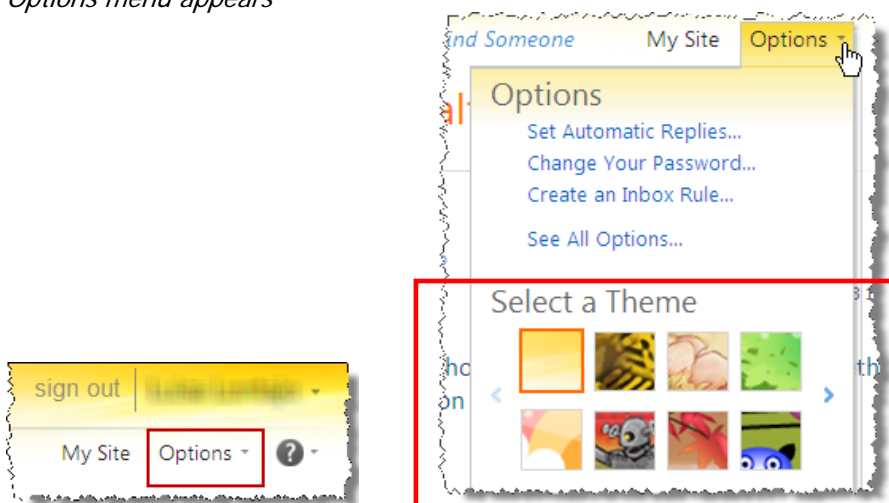
Finding Someone

To view someone's availability without having to create a new meeting request, click **Find Someone** located above the Reading Pane



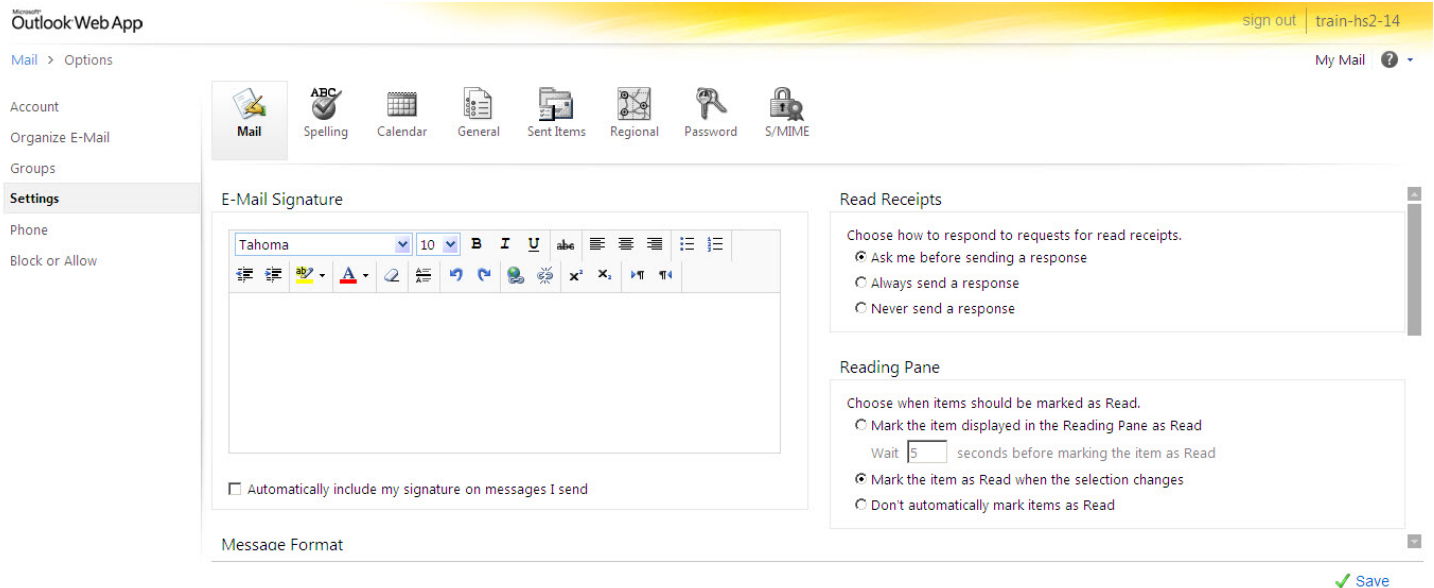
SETTING WEB APP OPTIONS

1. Click **Options drop-down arrow** located on the top-right corner of OWA screen below login username
Options menu appears



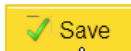
Note: Choose from a variety of themes to change the look of your Outlook Web App


2. Select the desired option
Note: Customize your OWA by changing some of the settings in the Settings menu



Setting Automatic Replies (Out of Office Assistant)

1. Click the **Options** > **Set Automatic Replies...**
Automatic Replies settings opens
2. Set **Start Time:** and **End Time:**
3. Type appropriate message in Send a reply once to each sender inside my organization with the following message: section



4. Click  button
Note: Automatic Replies can also be sent to senders outside of the organization. Set the desired settings under the **Send automatic reply messages to sender outside of my organization** checkbox.

Creating a Signature

1. Click the **Options** > **Set All Options...**
2. Click **Settings**
3. Click **Mail** action button
Mail settings opens
4. Type appropriate signature information in the E-mail Signature section
5. Click **Automatically include my signature on messages I send** checkbox
6. Click **Save** button

Changing Password

1. Click the **Options** ▾ > **Change Your Password...**
Change Password settings opens
2. Enter appropriate information in each text box **Note:** Enter **ntdwrha** in the Domain box and **Username** in the Account box
Note: Contact the eHealth Service Desk 204-940-8500 for assistance
3. Click **OK**
4. Click **Save** button